



Position Description – Salesforce Support Engineer

Position Details

Position Title:	Salesforce Support Engineer
College/Portfolio:	Operations
School/Group:	Information Technology Services
Campus Location:	Based at the City campus, however may be required to work and/or be based at other campuses of the University.
Classification:	HEW 7
Employment Type:	Replacement Employee
Time Fraction:	1.0

RMIT University

RMIT is a multi-sector university of technology, design and enterprise. The University's mission is to help shape the world through research, innovation and engagement, and to create transformative experiences for students to prepare them for life and work. For more information on RMIT University follow the links below.

<https://www.rmit.edu.au/about>

<https://www.universitiesaustralia.edu.au/university/rmit-university/>

<https://www.rmit.edu.au/about/facts-figures>

Our three main campuses in Melbourne are located in the heart of the City, Brunswick, Bundoora and Point Cook, along with other Victorian locations. There are also two campuses in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain. RMIT is a truly global university.

<https://www.rmit.edu.au/about/our-locations-and-facilities>

We are also committed to redefining our relationship in working with, and supporting, Indigenous self-determination. Our goal is to achieve lasting transformation by maturing our values, culture, policy and structures in a way that embeds reconciliation in everything we do. We are changing our ways of knowing, working and being to support sustainable reconciliation and activate a relationship between Indigenous and non-Indigenous staff, students and community. Our three campuses in Melbourne (City, Brunswick and Bundoora campuses) are located on the unceded lands of the people of the Woi Wurrung and Boon Wurrung language groups of the eastern Kulin Nation.

Why work at RMIT University

Our people make everything at the University possible. We encourage new approaches to work and learning, stimulating change to drive positive impact. Find out more about working at RMIT University, what we stand for and why we are an Employer of Choice.

<https://www.rmit.edu.au/careers>

We want to attract those who will make a difference. View RMIT's impressive standings in university rankings.

<https://www.rmit.edu.au/about/facts-figures/reputation-and-rankings>

College/Portfolio/Group

The Operations Portfolio enables an integrated, enterprise-wide delivery for best practice student and staff experiences.

The Portfolio incorporates the following business units: Enterprise Projects and Business Performance (EPBP), Communications, People, Information and Technology Services (ITS), Office of the Chief Operating Officer, Procurement and Vietnam Operations.

The Portfolio houses significant drivers and delivery components across the staff and student journeys and enables the overall experience for both groups. The Portfolio is integral in bringing the RMIT strategy to life, across the globe. Each of these functions supports the global operations of the University both directly as well as through its controlled entities.

The Information Technology Services (ITS) function, provides RMIT University with current and emerging Technology systems and services. Our vision of "unleashing technologies to enable great experiences for RMIT communities" supports a proactive and leading-edge technology ecosystem, mindset and delivery empowering the advancement of the University's commitment to advancing Lifelong Learners.

Position Summary

The Salesforce Support Engineer provides a range of analytical and technical support services supporting, maintaining, and resolving issues with the enterprise applications built on the Salesforce platform. The role is responsible for the efficient and effective provision of services to users and colleagues. This will incorporate management, monitoring, and resolution of support issues, the identification of improvement initiatives, and production of documentation to enable customers and Service Desk colleagues to resolve issues themselves.

Key to success will be the identification of measures to achieve significant reductions in the volume of support and service requests raised.

As a Salesforce Support Engineer you will provide support services to numerous users and groups in RMIT leveraging Salesforce Service Cloud and Salesforce Marketing cloud as well as our eCommerce platform based on Cloudsense.

Reporting Line

Reports to: Salesforce Platform Lead

Direct reports: 0

Organisational Accountabilities

RMIT University is committed to the health, safety and wellbeing of its staff. RMIT and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy and trade practice. RMIT also expects staff to comply with its policy and procedures, which relate to statutory requirements and our ways of working.

RMIT is committed to providing a safe environment for children and young people in our community. Read about our commitment and child safe practices. <https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety>.

Appointees are accountable for completing training on these matters and ensuring their knowledge and the knowledge of their staff is up to date.

Key Accountabilities

- Receive, respond to, triage, and resolve incidents and service requests according to agreed service levels, investigating, correcting, or escalating problems and communicating with team members, customers, and key stakeholders as appropriate. Adhere to approved standard processes and maintain complete and accurate documentation to support further investigation and analysis.
- Investigate and resolve problems through root cause analysis collaborating with team members. Assist with the implementation of agreed remedies and preventative maintenance measures.
- Undertake functional configuration of platform and related components, develop minor enhancements, applying agreed tools, techniques and processes for administering information, documentation, and change.
- Contribute to the continuous improvement of Service Desk capability and outcomes through provision of accurate documentation, reference materials and training where required.
- Collaborate proactively with team members, ITS and RMIT colleagues to support delivery of high-quality, targeted services, supporting administration requirements with the end users via Service Desk Assistants as appropriate.
- Support delivery of enhancements as assigned within the team, working under the direction of senior team members, ensuring quality in delivery through application of approved processes, and delivering complete and accurate documentation.
- Ensure application, technical and business process knowledge remains current with internal developments, market trends and standards in order to provide specialist application advice and support to ITS colleagues and RMIT customers.
- Adhere to standard processes and procedures for Systems Development and Operational Support.
- Participate in platform related maintenance activities including patching, verification and remediation of technical issues as directed by the Salesforce Platform Lead.
- Other tasks and duties as directed, including enterprise application and out of hours support as required.
- Liaise proactively with other operations teams such as Security, Integration and Service Management to maintain the security and stability of our Salesforce platform.

Key Selection Criteria

1. Demonstrated ability to work independently and collaboratively to manage the end-to-end resolution process for assigned tasks through in-depth analysis, review, and application of expert knowledge.
2. Highly developed interpersonal and verbal communication skills, with strong customer focus and ability to understand issues, manage expectations, gain agreement, and resolve conflicts.
3. Experience in enterprise application systems analysis and development, including: analysis, design, development, testing, implementation, documentation, and support with a thorough understanding of the Salesforce platform.
4. Experience in providing support services and developing Salesforce to a high standard. Preference to Salesforce Service and Marketing cloud.
5. Advanced professional written communication skills; proven ability to write quality business documentation, functional artefacts, and technical documentation for a wide variety of audiences and purposes.

6. Strong conceptual and analytical skills and an ability to think laterally to identify practical and workable solutions.
7. Demonstrated organisational skills with the ability to prioritise tasks, work accurately with attention to detail, and meet deadlines.
8. Great customer service mindset, prioritising excellent customer response and eliciting feedback to drive continuous improvement of service.

Qualifications

Tertiary qualifications in Information Technology, or equivalent experience.

Note: Appointment to this position is subject to passing a Working with Children Check and other checks as required by the specific role. Maintaining a valid Working With Children Check is a condition of employment at RMIT.

Endorsed:	Signature: Ashmita Chakraborty Name: Ashmita Chakraborty Title: Salesforce Platform Lead Date: 7/08/2026	Approved:	Signature: Tansel Boz Name: Tansel Boz Title: Senior Salesforce Manager
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